Speed Test in Student Hostels

**(For Mac OS Users testing Wi-Fi Network)**

# A. Purpose

The test is to identify the possible reasons of poor wi-fi performance in student hostels, such as:

* Weak WiFi signal, Slow speed
* Frequent disconnection

# B. Problem report

|  |  |
| --- | --- |
| **Fill in your personal information** | **Details** |
| Date & Time: |  |
| Student Name and student Id:  |  |
| Hostel, Room and floor number : |  |
| Label of WiFi Access Point (Take picture of your setup such as in below) |  |
| SSID connected 9 CUHK, CUHK1x or Eduroam/CSL/Y5ZONE) |  |
| **Shutdown and turn on your computer and follow steps below** | **Expected Screen** |
| 1. Click MacOS and get the OS version
 |  |
| 1. Step 2 & 3 are to identify network setting:

Type System Preference -> Network - Wi-Fi -> CUHK / CUHK1x- supposing that the IP is 10.0.x.xClick on the network name (SSID)* Capture the screen of all detected Wi-Fi signals at the moment
* Right click on the SSID you connected, e.g. CUHK, and choose Status.
 |  |
| 1. Perform simple speed test by visiting
* OFCA link of speed test:

<http://speedtest.ofca.gov.hk>Please follow the instructions on right. And capture the result screen as below.CUHK1x-in-room | Check speed step:1. Scroll down until to the bottom

C:\Users\ivans_itsc\AppData\Local\Microsoft\Windows\INetCache\Content.Word\ofca_link2.png1. Check “I accept and wish to continue”. Then click “Continue” button

C:\Users\ivans_itsc\AppData\Local\Microsoft\Windows\INetCache\Content.Word\ofca_link3.png1. Press “Press to Begin Test” button for start the test. and copy the screen here.
 |
| 1. Count the number of Wi-Fi users if possible
 |  |

**D. Submit your Problem report**

1. Save this file and name it with “Hostel-Name-Wi-Fi-testdate-room-number”
2. Complete the information listed in “B**. Problem report**”
3. Write to ITSC Service Desk at <https://servicedesk.itsc.cuhk.edu.hk/>
	1. Use “Hostel Wi-Fi Report” as the Problem/Request Subject
	2. Submit the above Word document

End

**Thank you for your cooperation!**